

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Telecommunications
Contracts and
Services**

Chapter Title:

**Mandatory and Non-
Mandatory Services**

Chapter Number:

0400.1

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PURPOSE

To provide specific directions regarding mandatory and non-mandatory telecommunications services purchased from the CALNET Master Services Agreements (MSAs).

Mandatory services are those services that non-exempt state agencies are required to purchase from the CALNET MSAs. Non-mandatory services are those that are optional to purchase from the CALNET MSAs.

The designation of mandatory and non-mandatory services is identified at www.calnet.ca.gov. Click on each contractor's homepage, then on "product catalog" for each MSA. The corresponding price and services matrix for each MSA includes information on mandatory services.

POLICY

All non-exempt state agencies are required to utilize the CALNET MSAs to obtain mandatory telecommunications and network services.

Exempt state agencies and departments are encouraged, but are not required, to use the CALNET MSAs to purchase mandatory services.

The designation of mandatory and non-mandatory services is at the sole discretion and approval of the DTS. These services are identified at www.calnet.ca.gov. Click on each contractor's homepage, then on "product catalog" for each MSA.

Non-state agencies with an Authorization To Order (ATO) agreement have no mandatory or non-mandatory procurement restrictions imposed by the state, except that starting at each initial ATO, once approved by the State, the specific services listed on that ATO agreement(s) shall be exclusively purchased from the CALNET MSAs for a period of two years. Once the initial two year period expires, local agencies can migrate, transfer or terminate their CALNET services with a 30 calendar day notice. Local agencies are encouraged to use the [STD. 20](#) to purchase the CALNET services

listed in their ATO agreement, but can also use any locally authorized purchasing document.

RESPONSIBILITIES

The agency designated Chief Agency Telecommunications Representative (CATR)_ and/or the Agency Telecommunications Representative (ATR)_will determine the needed telecommunications services. The CATR/ATR will then refer to the mandatory services identified at www.calnet.ca.gov as outlined above.

Non-exempt agencies requiring any services listed on the mandatory services lists must order them from the CALNET MSAs.

PROCEDURES

To obtain mandatory services from the CALNET MSAs, the agency submits a State [STD. 20](#) to the supplying vendor, requesting the desired services.

To obtain mandatory telecommunications services from a source other than the CALNET MSAs, a non-exempt state agency must submit a written exemption request (See STMM Chapter [501.0](#)) to the Department of Technology Services-Statewide Telecommunications and Network Division (DTS-STND), Attention: Deputy Director.

AUTHORITY AND REFERENCES

Government Code Sections [11534-11543](#)